

California Franchise Tax Board

STATE OF CALIFORNIA ASSOCIATE OPERATIONS SPECIALIST FRANCHISE TAX BOARD PROMOTIONAL EXAMINATION SPOT - SACRAMENTO

FRANCHISE TAX BOARD
PO Box 550
Sacramento CA 95812-0550
ATTN: Exam Unit, (916) 845-3608
Website: www.ftb.ca.gov
TDD is **Telecommunications Device for the Deaf.**
California Relay Service
From TDD phone (800) 735-2929
From Voice phone (800) 735-

Applicants should be aware that prior to employment with the Franchise Tax Board a background investigation will be conducted. The investigation will consist of completion of a questionnaire, fingerprinting, and inquiry to Department of Justice to disclose criminal records. Employment offers will be made prior to completion of the questionnaire. A commitment to hire will **not** be considered final until the background information has been reviewed and approved by the department.

HOW TO APPLY

Applications are available and may be filed:

In Person:

Franchise Tax Board
9646 Butterfield Way
Sacramento Building, Exam Unit
Sacramento, CA 95827

By Mail:

Franchise Tax Board
ATTN: Exam Unit
PO Box 550
Sacramento, CA 95812-0550

APPLICATIONS MUST CONTAIN ORIGINAL SIGNATURES

SUBMIT APPLICATIONS ONLY TO THE ADDRESS INDICATED ABOVE.

FINAL FILE DATE: FEBRUARY 4, 2009

Applications (STD 678) must be **POSTMARKED** no later than the final file date. Applications postmarked, personally delivered or received via interoffice mail after the final file date will not be accepted for any reason.

If you have a disability and need special testing arrangements, mark the appropriate box in Part 2 of the "Application for Examination." You will be contacted to make specific arrangements.

EXAMINATION DATE

It is anticipated that interviews will be held in April or May 2009.

Note: Accepted applicants are required to bring either a photo identification card or two forms of signed identification to each phase of the examination.

SALARY RANGE: \$4400 - \$5348

WHO MAY APPLY

This is a departmental promotional examination for the Franchise Tax Board.

1. Applicants must have a permanent civil service appointment with the Franchise Tax Board as of the Final File Date, in order to participate in this examination; or
2. Must be a current or former employee of the Legislature for two or more years as defined in Government Code § 18990; or
3. Must be a current or former non-elected exempt employee of the Executive Branch for two or more consecutive years as defined in Government Code § 18992; or
4. Must be a person retired from the United States military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty as defined in Government Code § 18991.

Applicants under item 4 must submit form DD214 along with their standard state application (STD 678). Veterans' preference points will not be granted in promotional examinations.

For applicants under items 2, 3, or 4, if promotional examinations are given by more than one department for the same classification, the applicant must select one department in which to compete.

Under certain circumstances, former FTB employees may be allowed to compete under the provisions of Rule 235. (See General Information on reverse side).

ELIGIBLE LIST INFORMATION

A departmental promotional eligible list will be established for the Franchise Tax Board. The list will be abolished 12 months after it is established unless the needs of the service and conditions of the list warrant a change in this period.

REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION

Note: All applicants must meet the entrance requirements for this examination by the final file date. Qualifying experience applicable to one of the following patterns may be combined on a proportional basis with experience applicable to the other to meet the total experience requirement. Experience in California state service applied toward Pattern II must include the same number of years of qualifying experience as required in Pattern I performing the duties of a class comparable to that described in Pattern I.

Either I

One year of experience in the California state service in a class at least equivalent in level to Staff Services Analyst, Range C, performing duties involving evaluating program situations/issues and developing recommendations on management and budgetary issues, planning and program evaluation, analyzing tax legislation, technology research or methods of industrial engineering.

Or II

Three years of professional technical/analytical experience performing duties in one or a combination of the following areas: program planning, development and evaluation, policy review and evaluation, budget analysis, legislation analysis, technology research, or workflow, workforce and industrial engineering. (Experience in California state service applied toward this pattern must include one year at a level equivalent to Staff Services Analyst, Range C.)

It is an objective of the state of California to achieve a drug-free state work place. Any applicant for state employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the state, the rules governing civil service and the special trust placed in public servants.

SEE REVERSE SIDE FOR ADDITIONAL INFORMATION

**ASSOCIATE OPERATIONS SPECIALIST
EXAM CODE: 9FT01**

JY84-5334

**BULLETIN RELEASE DATE: JANUARY 21, 2009
FINAL FILE DATE: FEBRUARY 4, 2009**

SPECIAL PERSONAL CHARACTERISTICS: Demonstrated ability to act independently, takes initiative, be flexible, and use tact.

POSITION DESCRIPTION

This is the full journey level. Under direction, incumbents perform complex assignments and studies in support of the department's programs and operational functions. Incumbents may also provide support to higher-level specialists, departmental staff/management and/or teams as required.

Positions exist in Sacramento only.

Interviews will be held in Sacramento only.

EXAMINATION INFORMATION

This examination will consist of a Qualifications Appraisal Panel Interview. In order to obtain a position on the eligible list, a minimum rating of 70.00% must be attained in the interview.

Qualification Appraisal Panel – Weighted 100%

The examination will include a number or predetermined job-related questions. The first portion of the interview may consist of a structured exercise that tests the knowledge, skills and abilities required to perform the work done by an Associate Operations Specialist. In addition, candidates should be prepared to answer questions related to the following areas:

Examination Scope:

A. Knowledge of:

1. Principles, practices and trends of organization and management methods and program development.
2. Principles and practices of budgetary methods and state budgetary process.

GENERAL INFORMATION

It is the candidate's responsibility to contact the Franchise Tax Board, Exam Section, (916) 845-3608, three days prior to the written test date if he/she has not received his/her notice.

For an examination without a written feature it is the candidate's responsibility to contact the Franchise Tax Board, Exam Section, (916) 845-3608, three weeks after the final filing date if he/she has not received a progress notice.

If a candidate's notice of oral interview or performance test fails to reach him/her prior to the day of the interview or performance test due to a verified postal error, he/she will be rescheduled upon written request.

Applications are available at the Franchise Tax Board, local offices of the Employment Development Department and the State Personnel Board office.

If you meet the requirements stated on the reverse, you may take this examination, which is competitive. Possession of the entrance requirement does not assure a place on the eligible list. Your performance in the examination described on the other side of this bulletin will be compared with the performance of the others who take this test, and all candidates who pass will be ranked according to their scores.

Rule 235: An employee who has moved from one agency to another agency without a break in service may participate in the promotional examination for the agency from which that employee moved while employed under probationary status, limited-term appointment, or temporary authorization (TAU). If a promotional examination is being held for an agency to establish an employment list for an administrative, professional or technical class, an employee of another agency who is otherwise eligible may participate, if that employee had promotional eligibility in the designated agency at any time within three years of the date of the examination and has had no subsequent break in state service by resignation, non-disability retirement or removal for cause.

The Franchise Tax Board reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all competitors will be notified.

Examination Locations: When a written test is part of the examination, it will be given in such places in California as the number of candidates and conditions warrant. Ordinarily, oral interviews are scheduled in Sacramento, San Francisco, and Los Angeles. However, locations of interviews may be limited or extended as conditions warrant.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) subdivisional promotional, 2) departmental promotional, 3) multidepartmental promotional, 4) servicewide promotional, 5) departmental open, 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in from one to four years unless otherwise stated on this bulletin.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, an investigation may be made of employment records and personal history and fingerprinting may be required.

High School Equivalence: Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Educational Development (GED) Test; 2) completion of 12 semester units of college-level work; 3) certification from the State Department of Education, a local school board, or high school authorities that the candidate is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

3. Principles and practices of state administrative and legislative processes.
 4. Principles and practices of industrial engineering and operational management methods.
 5. Information technology methods and processing systems.
 6. Programs, policies and tax laws governing the Franchise Tax Board.
 7. Processing functions of the department and their interrelationships.
- B. Ability to:
1. Communicate effectively.
 2. Reason logically and creatively and utilize a variety of analytical techniques to evaluate situations, resolve problems, and develop solutions.
 3. Recognize and evaluate emerging trends and apply creative thinking in identifying uses of automation and technology within the department.
 4. Apply the principles and practices of industrial engineering and production management for redefining workflow processes.
 5. Consult, advise and represent the department on a wide variety of subject-matter areas.
 6. Interpret tax legislation and recognize and evaluate emerging tax and public policy issues.
 7. Establish and maintain effective working relationships with others.

Veterans' preference credits are not granted in promotional examinations.

Career credits will not be granted in this examination.

TDD is Telecommunications Device for the Deaf and is reachable only from phones equipped with a TDD Device.